

Scenarios

Story 1 - FQHC to Housing

Patient presents at FQHC. Staff does intake (30-90 minutes), records patient's information. They also do a needs assessment and determine the patient is experiencing trouble with her housing. The upstairs apartment has a leak and the landlord refuses to fix it. Staff decide to make a referral to a federally funded housing program which they are able to locate with a tool built on open data.

Patient visits housing resources, where the staff are able to pull up her intake information through the e-Referral system. FQHC staff are notified that the patient showed up, and then again when the case is resolved. FQHC staff follow up with patient about the housing situation at next visit.

Story 2 - FQHC to Legal Clinic

Elderly patient presents at FQHC. Staff perform intake, records patient's information. Needs assessment demonstrates that patient has recently been diagnosed with a terminal illness and requires assistance in end-of-life planning, including Advanced Healthcare Directive and Will. Staff make a referral to legal aid clinic and help patient find affordable transportation options for getting there.

Patient attends free legal clinic, where the staff are able to pull her intake information through the e-Referral system. FQHC staff are notified that the patient showed up, and then receive the pertinent medical legal documents once they are completed.

Story 3 - FQHC to Counseling

Parents brings child in for 1 year well-child pediatric visit. Clinic staff perform intake, records patient's information. During needs assessments, parents discloses that they have recently separated and are in the process of divorcing and have been struggling with co-parenting. Staff make a referral to a family counseling center.

Counseling center receives e-Referral, including intake information, and contact parents for enrollment into next 8-session program. FQHC staff are notified that the patients showed up, and then again when course was completed. FQHC staff was able to follow-up with parents at child's next well-child pediatric visit.

Story 4 - FQHC to Youth Employment

Young male patient presents at FQHC. Staff performs intake and needs assessment. Patient reports that his girlfriend is pregnant and that he has concerns about supporting his new family. Staff refers patient to the a Youth Corps for a paid internship and job skills training.

The Youth Corps receives e-Referral, including intake and contact information. FQHC staff is notified when youth has entered the program. FQHC staff follows up on employment status when youth returns to clinic.

Story 5 - FQHC to Meals on Wheels

Elderly patient accompanied by adult son presents at a clinic for preventative health visit. FQHC performs intake and needs assessments. Son reports that he is struggling to work full time and goes to his mother's home several times a week to bring her groceries. Staff refers to Meals on Wheels Program.

Meals on Wheels receives e-Referral, including intake information. FQHC provider is notified when patient has been enrolled in Meals on Wheels Program, and follows up with patient and her son at next medical visit.